

Task Order 76 - IFAP/Schools Portal Operations

Task Order 76 – IFAP/Schools Portal Support

IFAP/Schools Portal Monthly SLA Metrics Report **Deliverable 76.1.1j**

Period Ending: 4/30/02



F E D E R A L
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Task Order 76 - IFAP/Schools Portal Operations

Table of Contents

INTRODUCTION..... 3

EXECUTIVE SUMMARY 3

 WORK ACCOMPLISHED DURING THIS PERIOD 3

HELP DESK MONTHLY THROUGHPUT..... 4

METRICS DEFINITIONS..... 5

INCENTIVE-BASED METRICS DEFINITIONS..... 6

IFAP MONTHLY USAGE STATISTICS 7

APPENDIX A – MONTHLY REQUEST SUMMARY..... 8

APPENDIX B – MONTHLY DOWNTIME..... 10

Task Order 76 - IFAP/Schools Portal Operations

Introduction

This is the monthly metrics report for Task Order 76, IFAP and Schools Portal Support. The purpose of this task order is to provide the capability to sustain the IFAP and Schools Portal applications such that Schools Channel customers can be provided with integrated, timely, and user-friendly access to existing information databases and resources. This report measures Accenture's performance in providing support as defined in the Metrics Based Service Targets Document.

Executive Summary

Work Accomplished During This Period

- Continued to provide user support to the CSCC in regards to user support, application bug fixing, updates, and enhancements.
- Continued to provide user support to the CSCC in regards to Interwoven deployments.
- Continued to provide user support to the CSCC in regards to IFAP/Schools Portal databases maintenance.
- Continued efforts on improving the use and performance of the Autonomy search engine.
- Began transition to long term maintenance provider.

Task Order 76 - IFAP/Schools Portal Operations

Help Desk Monthly Throughput

Incoming Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's				
SFA TeamSite Access				
User Support				
Misc. Requests/Enhancements	3	7	20	30
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests		1		1
VDC Outages				
Monthly Total	3	8	20	31

Resolved Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's				
SFA TeamSite Access				
User Support				
Misc. Requests/Enhancements	3	7	19	29
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests		2	3	5
VDC Outages				
Monthly Total	3	9	22	34

Outstanding Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's				
SFA TeamSite Access				
User Support			1	1
Misc. Requests/Enhancements			1	1
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests		2	3	5
VDC Outages				
Monthly Total		2	5	7

Task Order 76 - IFAP/Schools Portal Operations

Metrics Definitions

- *Metric 1.0 (Resolution Quality)* – This metric measures the level of rework effort required for completed requests. A rework request is one that is submitted that identifies a problem with the given solution for a previously closed request.
- *Metric 1.1 (Work Estimate Accuracy)* – This metric measures the accuracy of the work effort estimates provided to FSA for complex requests. The target is to complete a request within a 20% variance from the actual effort it takes to resolve the request.
- *Metric 1.2 (Service Reporting Delivery)* – This metric covers the timely delivery of the monthly metrics reports. It is measured by the number of days from the delivery target to the 7th day of the month.

Metrics Report Summary

Service Level	Description	Current Month		Quantity
		Target	Actual	
1.0	Resolution Quality	100%	95.7%	27 of 29 ¹
1.1	Work Estimate Accuracy	90%	80%	4 of 5 ²
1.2	Service Reporting Delivery	7 th of Month	5/7/02	

1. SIR's 484 and 489 were resubmitted for rework.
2. The complex request to redo the Schools Portal Search Help was done in less time estimated.

Task Order 76 - IFAP/Schools Portal Operations

Incentive-Based Metrics Definitions

- *Metric 2.0 (FSA TeamSite ID's)* – Requests for creating or modifying TeamSite ID's will be resolved within one business day.
- *Metric 2.1 (FSA TeamSite Access)* – Requests for modifying user access privilege to the TeamSite server will be resolved within 4 hours.
- *Metric 2.2 (User Support)* – Requests for user support for clarification/explanation of how to use software products like Interwoven, Viador, Oracle, Autonomy, etc., will be resolved within one business day.
- *Metric 2.3 (Misc. Requests/Enhancements)* – Requests for application bug fixing and/or enhancements that do not fall within another definition or are not a complex request. These will be resolved within one business day for requests that have a High priority, two business days for Medium priority, and five business days for Low priority requests.
- *Metric 2.4 (IFAP Autonomy Hyperlinks)* – Requests for new hyperlinks to documents residing within the file structure of the IFAP site, to be included in the Autonomy search capability, will be resolved within one business day.
- *Metric 2.5 (Schools Portal Hyperlinks)* – Requests for new hyperlinks to external websites for the Schools Portal site, to be included in the Autonomy search capability, will be resolved within three weeks.

Incentive-Based Metrics Summary

Service Level	Description	Current Month		Quantity
		Target*	Actual	
2.0	FSA TeamSite ID's	96%		
2.1	FSA TeamSite Access	96%		
2.2	User Support	96%		
2.3	Misc. Requests/Enhance.	96%	96.6%	28 of 29 ¹
2.4	IFAP Autonomy Hyperlinks	96%		
2.5	Schools Portal Autonomy	96%		
	Totals	96%	96.6%	28 of 29

1. SIR 484 did not meet the incentive requirements.

* The incentive is met when the *combined* percentage of all incentive-based metrics met is at or above 96%.

Task Order 76 - IFAP/Schools Portal Operations

IFAP Monthly Usage Statistics

The following is a description of the statistics for subscription option usage for the IFAP site.

- *Statistic 3.0* - Number of unique IFAP users that subscribe to one or more of the subscription options.
- *Statistic 3.1* - Number of unique IFAP users that subscribe to *only* the default (weekly) option.
- *Statistic 3.2* - Number of unique IFAP users that subscribe *only* to option #2 (Frequently generated IFAP documents).
- *Statistic 3.3* - Number of unique IFAP users that subscribe *only* to Option #3 (IFAP additions by Publication Type).
- *Statistic 3.4* - Number of users who registered with the IFAP site during the reporting month.
- *Statistic 3.5* - Number of users who logged into the IFAP site with their User ID during the reporting month.
- *Statistic 3.6* - The five most common publication types subscribed to in Option #3.
- *Statistic 3.7* - Number of unique IFAP users that subscribe *only* to Option #4 (IFAP additions by Program/Service).
- *Statistic 3.8* - The five most common topics subscribed to in Option #4.

Number	Description	Value(s)	% Change
3.0	Users subscribing to one or more options	2,015	12.8% (+257)
3.1	Users subscribing only to default option	884	30.0% (+265)
3.2	Users subscribing only to Option #2	2	0% (+0)
3.3	Users subscribing only to Option #3	32	0% (+0)
3.4	Users Registered during the month	353	25.2% (+89)
3.5	Users who last logged in during month	467	20.8% (+97)
3.6	Five most common types from Option #3	1. SFA Handbooks (535)	
		2. Federal Registers (497)	
		3. NSLDS Reference Materials (485)	
		4. Training Guides (484)	
		5. Regulation Compilations (482)	
3.7	Users subscribing only to Option #4	1	0% (+0)
3.8	Five most common topics in Option #4	1. Training/Conferences/Meetings (536)	
		2. Federal Pell Grant Program (513)	
		3. National Student Loan Data System (NSLDS) (507)	
		4. Student Eligibility (496)	
		5. Campus-Based Programs (493)	

Task Order 76 - IFAP/Schools Portal Operations

Appendix A – Monthly Request Summary

Date Opened	Title	Priority	Status	Date Closed	Incentive Met
6/4/01 9:00am	Rework Schools Portal Search Help	Medium	Closed	4/26/02 1:30pm	N/A ¹
10/4/01 10:30am	Interwoven User Guide	Low	Closed	4/1/02 10:00am	N/A ¹
11/13/01 10:00am	Rework IFAP Search Help	Low	Closed	4/26/02 1:30pm	N/A ¹
2/5/02 10:00am	SIR 440	Low	Closed	4/4/02 10:00am	N/A ¹
3/22/02 2:00pm	SIR 471	Medium	Closed	4/2/02 11:44am	N/A ¹
4/1/02 5:00pm	SIR 476	Low	Closed	4/1/02 6:30pm	Yes
4/2/02 11:45am	SIR 475	Medium	Closed	4/2/02 11:45am	Yes
4/4/02 11:30am	Add 2002 Year to FFEL Page	Medium	Closed	4/4/02 1:00pm	Yes
4/4/02 3:15pm	SIR 477	Medium	Closed	4/4/02 4:15pm	Yes
4/5/02 10:30am	SIR 478	High	Closed	4/5/02 10:45am	Yes
4/5/02 2:22pm	SIR 479	Low	Closed	4/5/02 2:00pm	Yes
4/5/02 2:22pm	SIR 480	Low	Closed	4/9/02 12:30pm	Yes
4/8/02 8:18am	SIR 481	Low	Closed	4/8/02 3:00pm	Yes
4/8/02 11:00am	SIR 482	Low	Closed	4/8/02 6:00pm	Yes
4/8/02 1:45pm	SIR 483	Low	Closed	4/8/02 4:30pm	Yes
4/8/02 4:30pm	SIR 484	Low	Closed	4/22/02 11:15am	No
4/9/02 1:00pm	SIR 485	Low	Closed	4/9/02 3:15pm	Yes
4/10/02 8:00am	SIR 486	High	Closed	4/10/02 9:00am	Yes
4/10/02 9:30am	SIR 487	Low	Closed	4/16/02 9:14am	Yes
4/10/02 7:00pm	Fix SFA on Current and Archive Pubs	Low	Closed	4/10/02 7:00pm	Yes
4/12/02 3:30pm	SIR 488	Low	Closed	4/12/02 4:15pm	Yes
4/18/02 10:28am	SIR 489	Low	Closed	4/24/02 8:00am	Yes
4/18/02 3:45pm	SIR 490	Low	Closed	4/22/02 11:25am	Yes
4/22/02 9:45am	SIR 491	Low	Closed	4/22/02 11:00am	Yes
4/22/02 3:15pm	SIR 492	Low	Closed	4/26/02 10:15am	Yes
4/23/02 9:00am	SIR 493	Low	Closed	4/24/02 3:30pm	Yes
4/24/02 2:00pm	IFAP Searches Not Working	High	Closed	4/24/02 3:30pm	Yes
4/24/02 4:20pm	SIR 496	Medium	Closed	4/25/02 6:30pm	Yes
4/25/02 2:00pm	SIR 497	Medium	Closed	4/29/02 10:45am	Yes
4/25/02 3:15pm	SIR 494	Medium	Closed	4/26/02 6:00pm	Yes
4/26/02 12:30pm	SIR 498	Low	Closed	4/29/02 11:30am	Yes
4/26/02 3:00pm	SIR 495	Low	Closed	4/30/02 9:30am	Yes
4/29/02 9:00am	SIR 499	Low	Closed	4/29/02 4:00pm	Yes
4/29/02 10:45am	SIR 500	Low	Open		N/A ²

Task Order 76 - IFAP/Schools Portal Operations

Date Opened	Title	Priority	Status	Date Closed	Incentive Met
4/29/02 2:00pm	SIR 501	Medium	Closed	4/30/02 11:00am	Yes
4/29/02 3:15pm	SIR 502	Medium	Open		N/A ²

1. Complex SIR's are not applicable to the Incentive Fee.
2. These SIR's were still open at the end of the reporting period.

Task Order 76 - IFAP/Schools Portal Operations

Appendix B – Monthly Availability

This chart displays monthly availability for the websites. Availability Percentage is based on a 24-hour day, and excludes scheduled downtime for maintenance.

Date	Availability %	Notes
(Mon) 1 Apr 2002	100%	
(Tue) 2 Apr 2002	100%	
(Wed) 3 Apr 2002	100%	
(Thu) 4 Apr 2002	100%	
(Fri) 5 Apr 2002	100%	
(Sat) 6 Apr 2002	100%	
(Sun) 7 Apr 2002	100%	
(Mon) 8 Apr 2002	100%	
(Tue) 9 Apr 2002	100%	
(Wed) 10 Apr 2002	100%	
(Thu) 11 Apr 2002	100%	
(Fri) 12 Apr 2002	100%	
(Sat) 13 Apr 2002	100%	
(Sun) 14 Apr 2002	100%	
(Mon) 15 Apr 2002	100%	
(Tue) 16 Apr 2002	100%	
(Wed) 17 Apr 2002	100%	
(Thu) 18 Apr 2002	100%	
(Fri) 19 Apr 2002	100%	
(Sat) 20 Apr 2002	100%	
(Sun) 21 Apr 2002	100%	
(Mon) 22 Apr 2002	100%	
(Tue) 23 Apr 2002	100%	
(Wed) 24 Apr 2002	100%	
(Thu) 25 Apr 2002	100%	
(Fri) 26 Apr 2002	100%	
(Sat) 27 Apr 2002	100%	
(Sun) 28 Apr 2002	93.8%	Schools Portals site was unavailable from 6:00am to 7:30am
(Mon) 29 Apr 2002	100%	
(Tue) 30 Apr 2002	100%	